

ORIGINAL

Extelcom, Inc.
324 South State, Suite 308
Salt Lake City, Utah 84111

Original Ariz. Corp. Comm. Sheet No. 1-T
Cancelling _____ **Ariz.** Corp. Comm. Sheet **No. 1-T**

OPERATOR ASSISTED SERVICES TARIFF

FOR

EXTELCOM, INC. DBA EXPRESS TEL

This tariff contains the rules, regulations, and rates applicable to the furnishing of telecommunication service by Extelcom, Inc. dba Express Tel, a resale carrier providing intrastate, **interLATA** alternative operator assisted services within the State of Arizona.

Advice Letter No. 1

Decision No. 58941

Issued By
Jerry E. Dyer
Vice President

Date Filed: January 27, 1995

Effective: February 12, 1995

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Original Ariz. Corp. Comm. Sheet No. 2-T
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CHECK SHEET

The Title Page and Pages 1-T to 27-T, inclusive, of this tariff are effective as of the date shown. Original and revised pages, as named below, contain all changes from the original tariff that are in effect on the date thereon, except as otherwise noted.

<u>PAGE</u>	<u>NUMBER OF REVISION</u> (except as indicated)	<u>EFFECTIVE DATE</u>
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TARIFF FORMAT

Page Numbering - Page numbers appear in the upper right hand corner of the page. Pages are numbered sequentially. From time to time new pages may be added to the tariff. When a new page is added between existing pages a decimal is added to the preceding page number. For example, a new page added between Pages 3 and 4 would be numbered 3.1.

Explanation of Symbols - When changes are made in any tariff sheet, a revised sheet will be issued canceling the tariff sheet affected. Changes will be identified on the revised page(s) through the use of the following symbols:

- (C) - To signify changed regulation.
- (D) - To signify discontinued rate or regulation.
- (I) - To signify increased rates.
- (L) - To signify material relocated from one page to another without change.
- (N) - To signify new rate, regulation or text.
- (R) - To signify reduced rate.
- (S) - To signify reissued material.
- (T) - To signify a change in text, but no change in rate or regulation.
- (Z) - To signify a correction.

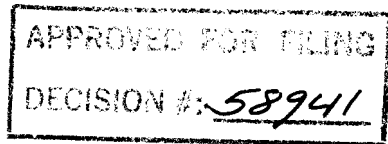
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CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

OTHER PARTICIPATING CARRIERS

None

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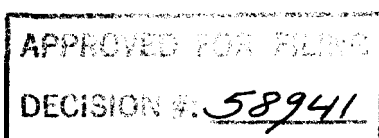
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APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the furnishing of intrastate, interLATA alternative operator services within the State of Arizona provided by Extelcom, Inc. dba Express Tel.

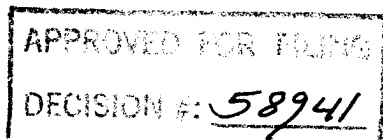
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A. DEFINITION OF TERMS

Access Line

A dedicated or switched access channel or transmission path provided by a Local Exchange Carrier or other common carrier which connects a Customer's location to Carrier's location or switching center.

Authorization Code

One or more numerical codes which may be assigned to a Customer to enable Carrier to identify the origin of service and associate it with Customer for purposes of entitlement to access, call handling, and accounting.

Automatic Number Identification (ANI)

Signaling provided by the Local Exchange Carrier or other common carrier, typically provided in conjunction with Feature Group D access, which automatically identifies the local exchange line from which a call originates.

Calling Card

A card issued by Local Exchange Companies or Interexchange Carriers which enables users to bill telephone calls to accounts established with the Local Exchange Company.

Carrier or Company

Unless otherwise indicates, Extelcom, Inc. dba Express Tel ("Express Tel").

COPT

An acronym derived from the term "Customer Owned Pay Telephone" used to denote coin, coinless and hybrid pay telephones that are owned or operated by persons or entities other than local exchange companies and interexchange companies.

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Collect Call

An arrangement whereby the charge for a call is billed to the called telephone number, provided that someone at the called number accepts the charge.

Credit Card or Commercial Credit Card

A card issued by a bank, financial institution or other business organization which authorizes the holder to charge purchases for later billing. American Express, Mastercard, and VISA are examples of credit cards accepted by Express Tel.

Customer

The institution, pay telephone or COPT provider, hospital, hotel/motel owner or operator, or other person, corporation, partnership, governmental agency, association or other entity, regardless of corporate form, who contracts for the services offered in this tariff and who is responsible for compliance with the regulations set forth herein.

End User

The individual, typically a member of the transient public or a guest or patron of Carrier's Customer, who places and/or accepts calls handled by Carrier.

Local Access Transvort Area (LATA)

A geographic area established pursuant to the AT&T/Bell System Plan of Reorganization developed under the Modified Final Judgment that defines the boundaries for provision and administration of services as between Bell operating companies and AT&T and other interexchange carriers.

Local Exchange Carrier (LEC)

The telephone company which furnishes local exchange services.

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B. GENERAL REGULATIONS

2.1 General Description of Service

2.1.1. Extelcom, Inc. dba Express Tel ("Express Tel") is a resale carrier that provides telecommunications and alternative operator assistance services for intrastate, interLATA and interstate calls. The services provided by Express Tel are offered under contract to Customers such as pay telephone owners, hotel/motels, business and health care institutions and enable employees, patrons, guests and members of the transient public (end users) to place operator assisted calls from Customer's premises. Service is available on a full-time basis, 24 hours a day, 7 days a week.

2.1.2 The Company intends to, and shall, comply with the Arizona Corporation Commission's Alternative Operator Service Rules (A.A.C. R14-2-1001 through R14-2-1-1014) in connection with the intrastate, interLATA alternative operator services provided by the Company in the State of Arizona.

2.2 Limitations

2.2.1. Service is offered subject to the availability of the necessary facilities or equipment and subject to the provisions of this tariff.

2.2.2. The Company reserves the right to discontinue service when necessitated by conditions beyond its control, or when the Customer is using the service in violation of the provisions of this tariff, or in violation of the law.

2.2.3. Carrier's service may not be used for any unlawful purpose.

2.2.4. Intrastate Directory Assistance Service is not included in the Company's service offering.

2.2.5. Express Tel does not offer to process local emergency calls from public pay telephones. All "0-" calls from payphones must be routed to the Local Exchange Carrier.

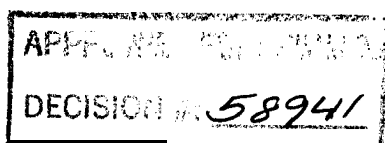
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Measured Usage Charges

Charges assessed on a per minute and distance sensitive basis, exclusive of fixed operator assistance service charges.

Operator Assisted Call

InterLATA calls placed by dialing 0+ (area code)+(exchange)+(line number), i.e., "0+", or by dialing "0", with all subsequent dialing being performed by the telephone operator, i.e., "0-". Express Tel does not hold out, offer or provide intraLATA calls, which are to be completed through the facilities of the local exchange carrier.

Operator Assistance Service Charge

A fixed per call fee tariffed by Carrier for operator assistance services rendered in connection with completed calls. The applicable operator assistance service charge will depend upon the billing method selected by the End User. The applicable operator assistance service charge is added to measured usage charges to calculate the total due for a completed operator assisted call.

Operator Station

A service arrangement, other than Person-to-Person, which requires the assistance of an Express Tel operator to complete the call.

Person-to-Person

A service arrangement whereby calls are placed under the stipulation that the call will be billed only if a specified person, or department, mobile station, extension, or office is reached.

Subscriber

See Definition of Customer.

Third Party Billed Call

A billing arrangement which allows the End User to bill charges for an operator assisted call to a telephone number which is different from the calling number or called telephone number.

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2.3 Use of Service

2.3.1. Service may not be accessed by Customer without an approved agreement between Express Tel and the Customer.

2.3.2. Customer agrees to route and deliver to Express Tel all dial "0+" intrastate telephone traffic from the location(s)/facilities covered under Customer's approved agreement with Express Tel except where End Users designate alternate carriers by dialing carrier access codes or otherwise request such access.

2.3.3. Customers shall provide and post all of the following information, through the use of tent cards or stickers on or near the telephone instrument, in plain view of the end-user:

1. The name, address and toll-free number of the Company;
2. A written disclosure that the rates, operator service charges, and location-specific surcharges of the Company apply for all operator-assisted calls;
3. A statement that interLATA calls made by calling cards, including interexchange cards, may be carried by the Company;
4. Dialing instructions;
5. A toll-free number for billing inquiries;
6. A description of complaint procedures; and
7. That end-users have a right to obtain access to the interexchange carrier of their choice.

If the Customer fails to comply with the foregoing requirements for posting information, service will be terminated to the Customer.

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2.4 End User Billing

- 2.4.1. Operator assistance calls completed by Express Tel from the locations and facilities of Customer will be billed in accordance with the billing instructions of the End User, subject to charge acceptance by the billed party, where applicable.
- 2.4.2. Charges to the End User are billed monthly in arrears and will appear in the End User's local telephone company bill or credit card invoice, or are billed directly by Express Tel, as directed by the End User or billed party and, to the extent the local exchange company has the capability to do so, will identify the Company providing the operator services. In the absence of that capability, the identification of the billing agent or clearing house and its toll free number shall be required. Each billing statement will contained the billing date printed on the bill and shall be the date the bill was issued. The Company shall provide a full refund on any charge levied for an uncompleted call and the Company shall not bill for calls which occur more than 60 days prior to the billing date.
- 2.4.3. Intrastate services provided by Express Tel shall be billed to End Users at the tariffed rates set forth herein. Express Tel does not allow Customer specified surcharges to be added to the tariffed amounts billed by Express Tel to the End User.
- 2.4.4. Express Tel reserves the right to refuse service to End Users due to insufficient billing information, invalid telephone numbers, credit card, or calling card numbers, and/or refusal of the called party to accept billings.
- 2.4.5. In the event that the End User's requested billing method cannot be honored by Express Tel for reasons of lack of validation, billed party refusal to accept charges, toll billing exception, or unavailability of an authorized billing arrangement, End User may be required to select an alternate payment method before the call is completed by Express Tel.

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2.4.6. Express Tel's agreements for billing and collections entered into with its billing agents, i.e., local exchange companies and credit card companies, do not modify the preexisting terms and conditions for service and extension of credit as established between the End User and the applicable billing entity. Billing entity terms and conditions for finance charges on outstanding balances, late payment, dispute resolution and termination govern. Express Tel's agreements with its billing agents permit the billing agent to make immediate adjustments to charges assessed by Express Tel up to specified dollar amounts, and Express Tel's disputed resolution representatives are available to resolve billing disputes of all amounts, and to cause adjustment to be issued directly or through the applicable billing agent.

2.4.7. An End User may notify the Company of a dispute relating to rates and charges or service rendered, by telephone, mail or in person. The Company will refer the matter to an employee assigned to investigate billing complaints, and such employee will investigate and make a substantial effort to settle the matter to the satisfaction of the End User or complainant. Where requested, the Company will provide a detailed review of its findings. Billing disputes that cannot be resolved to the satisfaction of the End User upon initial contact will be referred to the Company's billing inquiry manager. If the dispute remains unresolved, the End User will be informed that he or she may appeal to the Arizona Public Utilities Commission.

2.4.8. The End User will be billed for and is liable for payment of all applicable federal, state and local taxes and surcharges and other Commission approved surcharges, and such applicable taxes and surcharges will be itemized on End User bills.

2.5 Customer Interconnection

2.5.1. Service furnished by Express Tel may be interconnected only after Customer has executed a service agreement, and sufficient network interface capability has been established.

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- 2.5.2. The Customer is responsible for satisfying all necessary legal and regulatory criteria prior to interconnecting the customer-provided terminal equipment or switching systems with Express Tel facilities or services. Customer shall secure all necessary certificates, licenses, permits and other necessary arrangements.
- 2.5.3. The Customer shall ensure that the customer-provided equipment is properly interfaced with Express Tel facilities and services, that the signals emitted into the network are of proper mode, bandwidth, power and signal level for the intended use of the Customer and in compliance with the criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other customers.
- 2.5.4. Customer provided terminal equipment or switching facilities, such as pay telephone and PBX equipment, used to access Express Tel service, shall be furnished and maintained by Customer at Customer's expense, except as otherwise agreed in writing. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Express Tel service.
- 2.5.5. Establishment of sufficient network interface capability involves confirmation that originating telecommunications equipment properly directs only authorized traffic to the Express Tel network, that the equipment will afford access to alternate carriers and emergency service and where applicable, in the case of COPT equipment, that necessary screening and/or blocking service has been subscribed to from the local exchange carrier.
- 2.5.6. Express Tel reserves the right to modify Customer's terminal equipment interconnection and access arrangement upon prior notice.

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2.6 Inspection, ~~Testing~~, Adjustment

Express Tel may, upon reasonable notice, gain access to the location, facilities or terminal equipment of Customer, on a direct or remote basis, to make such tests, inspections and adjustments to assure that all requirements of this tariff are being met. Express Tel may interrupt the service necessary without penalty to itself because of Customer's departure from any of these requirements.

2.7 Customer Compensation

2.7.1. Express Tel does not collect deposits from Customers nor are any recurring charges billed in advance.

2.7.2. Express Tel will pay Customer a commission on the gross revenue, less applicable taxes, collected by Express Tel on authorized calls completed by Express Tel from customer locations at percentages specified by agreement.

2.7.3. Payments will be made to Customer on a monthly cycle basis.

2.7.4. Under certain situations, at the option of Express Tel, certain equipment or facilities which are actually the obligation of the Customer may be ordered and billed to Express Tel. In these instances, the costs incurred by Express Tel on behalf of Customer will be charged to the Customer and deducted from the commission otherwise due the Customer. Should a net amount be due Express Tel, an invoice will be rendered to the Customer which is due on receipt.

2.8 Liability

2.8.1. Express Tel shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war,

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civil disturbance, or act of government, or by any other cause beyond the direct control of the Company. The Company shall not be liable in any event for indirect, special or consequential damages.

2.8 2. The liability of Express Tel for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the transmission occurring in the course of furnishing service shall in no event exceed an amount equivalent to the proportionate charge to the End User for the service or period of service during which such mistake, omission, interruption, delay, error, or defect in transmission occurs.

2.8 3. The Customer indemnifies and holds Express Tel harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the Customer or by any other party or persons, for any personal injury to, or death of, any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such equipment where such installation, operation, failure to operate, maintenance, condition, location, or use is not the direct result of Express Tel's negligence.

2.8 4. Express Tel is not liable for any defacement of, or damage to, the premises of a Customer resulting from the furnishing of services or the attachment or removal of equipment or wiring when such defacement or damage is not the direct result of the Company's negligence. No agents or employees of other participating carriers shall be deemed to be agents or employees of Express Tel without written authorization.

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2.9 Cancellation of Service

2.9.1. Cancellation by Customer

The Customer may cancel service for cause, by giving notice to Express Tel not less than thirty (30) days prior to the day cancellation is required. If the Customer orders service which requires special construction or special facilities dedicated to the Customer's use, the cost for which Express Tel is liable, and Customer cancels before service begins, a charge will be made to the Customer for the nonrecoverable portions of the expenditures or liabilities incurred expressly on behalf of the Customer by Express Tel. If the Customer orders service which requires special construction or special facilities dedicated to the Customer's use, the cost for which Express Tel is liable, and then the Customer cancels the service prior to the expiration of the contract period, a prorated charge may be made to the Customer for the nonrecoverable portions of the expenditures of liabilities incurred expressly on behalf of the Customer by Express Tel.

2.9.2. Cancellation by Express Tel

Without incurring liability, Express Tel may cancel an application for service or discontinue service to the Customer by seven (7) day written notice prior to cancellation: (a) for non-payment of any sum due Express Tel for more than thirty (30) days after Express Tel issues the bill for the amount due; (b) for violation of any of the provisions governing the furnishing of service under this tariff or the service contract; (c) for any violation of any law, rule, regulation, or policy of any government authority having jurisdiction over service; or (d) by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Express Tel from furnishing service.

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Issued By
Jerry E. Dyer
Vice President

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324 South State, Suite 308
Salt Lake City, Utah 84111

Original Ariz. Corp. Comm. Sheet No. 19-T
Cancelling _____ Ariz. Corp. Comm. Sheet No. 19-T

C. DESCRIPTION OF SERVICE OFFERED

3.1 General Description of Service

- 3.1.1. Operator assistance services are provided by Express Tel primarily to Customers that serve users of privately-owned coin operated telephone stations and guests of hotel/motels and patients at hospitals. Terminal equipment accessing Express Tel service will route operator assisted calls over designated carrier facilities to regional digital call processing switches served by Express Tel operator centers.
- 3.1.2. Calls requiring operator intervention such as collect, thirty party bill, person-to-person and certain calling/credit card calls will be routed to an operator position by the processor. Express Tel operators and automated interfaces will answer each call by identifying the service as that of Express Tel.
- 3.1.3. The operator will collect billing information and perform validation and call acceptance functions. If the call is authorized, the operator will release the call for completion and call timing will be performed in the processing switch. Automated interface calling card and credit card calls, i.e., where the End User dials all of the digits required to route and bill the call are validated through an automated interface and if authorized will be completed without operator intervention.
- 3.1.4. Call message detail collected by the switch processors is forwarded via magnetic tape for computer processing and application of tariffed rates. After rating has been performed billing tapes are created and forwarded to local exchange carriers and commercial credit card companies. These billing companies acknowledge receipt and after processing confirm revenues due and payable to Express Tel, subject to applicable withhold amounts. The billing companies prepare and render invoices to their End Users reflecting the charges of Express Tel.

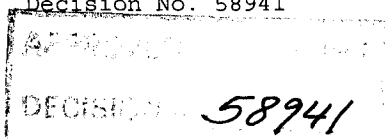
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3.1.5. Express Tel prepares commission statements based on agreements with its Customers and forward commission checks based on authorized billed revenue for each monthly period.

3.1.6. All calls to other interexchange carriers shall be transferred at no charge to the end-user so that rating and billing properly reflect the originating and terminating points of the telephone call. When transfers, as described in the preceding sentence, are not possible the Company will inform the end-user that the call cannot be completed and that the preferred carrier may be reached by an access code or a toll-free customer service number.

3.2 Classes of Service

Express Tel furnishes its operator assistance services to the classes of customers defined below. Rates and charges are established by class of service and set forth in applicable rate schedules as shown in Section D, Rates and Charges.

3.2.1. Payphone/COPT Service

Express Tel provides services to payphone and COPT instruments. Instruments falling within this class of service may be located in public or semi-public locations. The instruments may be configured to accept or not accept coins, to read magnetically encoded cards or be a hybrid thereof. Excluded from this class of service are telephone instruments that are placed in guest and hospital rooms or other settings for the exclusive use of a patron occupying a room.

3.2.2. Hospitality Service

Express Tel provides this service to hotels, motels, health care institutions, dormitories and other establishments whose patrons, guests or occupants have telephone instruments made available for their individual use in non-public settings, such as guest rooms. Typically these instruments will be configured as extensions behind PBX equipment.

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3.3 Access Arrangements

3.3.1. Express Tel service is provided to Customers and End Users through network access arrangements established by Express Tel in each geographic area served. Access to Express Tel services shall require the Customer to **presubscribe** Customer's line or configure its originating terminal or switching equipment as directed by Express Tel, or to permit installation of carrier provided equipment.

3.3.2. Express Tel will determine the most cost effective means of access on the basis of Customer's geographic location, Customer's volume and other traffic loading from that geographic area, the local exchange carrier's equal access implementation, and Express Tel's existing or proposed carrier transport arrangements. Express Tel reserves the right to modify Customer's access arrangement, as conditions may warrant.

3.3.3. The principal forms of access available from Express Tel shall include Feature Group B ("950" access), Feature Group D, 1-800 access, and dedicated, leased private line access.

3.4 Geographic Areas of Coverase

Express Tel service is available from any exchange in the state via 1-800 access. A complete listing of the exchanges from which Feature Group B or Feature Group D switched access is available is maintained at Express Tel's principal office.

3.5 Determination of Charges Generally

End Users will be billed for operator assisted calls, in accordance with the rules set forth in this section and in conformity with the schedule of rates applicable to a class of service, as set forth in Section D infra. The total charge assessed an End User by Express Tel for each completed operator assisted call shall be equal to the sum of the measured usage charge and the applicable operator assisted service charge for that call.

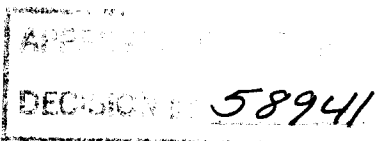
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3.6 Measured Usage Charge

Each operator assisted call billed to an End User will contain a measured usage charge component that is computed on the basis of the duration, distance and time of day discounts applicable to that call.

3.6.1. Timing of Calls

Each call is timed and billed in one minute increments. Fractional durations are rounded up to the next minute. The minimum length of a call is one minute.

3.6.2. Determination of Mileage

Each call will be rated according to the airline mileage between the originating point and terminating point of the call. The originating point shall be identified as the location of the local exchange central office serving the Customer's premises where the call originates. The terminating point for all calls shall be the location of the local exchange serving central office associated with the called number. The vertical and horizontal coordinates ("V and H" coordinates) of the local serving offices shall be utilized for calculating airlines mileage, in conformity with the formula set forth in AT&T FCC Tariff No. 10.

3.6.3. Time of Day Discounts

Measured usage charges computed hereunder shall be subject to time of day discounts as set forth in Section D infra. All times refer to the local time at the originating point.

3.6.4. Commercial Credit Card Discount

The measured usage charge computed for an operator assisted call hereunder shall be subject to a percentage discount as set forth in Section D infra if that call is billed through a credit card accepted by Express Tel.

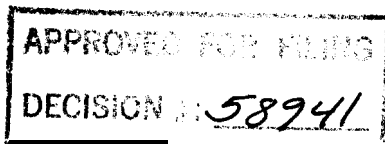
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3.7 Operator Assistance Service Charge

Operator assistance service charges are fixed per call fees tariffed by Express Tel for operator assistance service rendered in connection with completed calls. The operator assistance service charges applied will be in accordance with the billing method selected by the End User. The applicable operator assistance service charge is added to the measured usage charge determined in accordance with Section 3.6 supra to establish the total charge for a completed operator assisted call.

3.7.1. Operator Assistance Service Types

Except as provided in Section 3.72 below, one of the following operator assistance service charges will apply:

- * Customer Dialed Calling/Credit Card applies in lieu of Operator Station charges and in addition to the Measured Usage Charge for calls billed to a calling card or credit card where the End User dials all of the digits required to route and bill the call.
- * Operator Station charges apply in addition to the Measured Usage Charge for calls requiring operator assistance. Unless otherwise tariffed, Operator Station charges encompass Collect, Third Number Bill and Calling Card or Credit Card calls that require assistance of an Express Tel operator.
- * Third Number Bill charges apply in addition to the Measured Usage Charge and, where tariffed as a separate charge, in lieu of Operator Station charges, for calls billed to a number other than the calling number or called number.
- * Person-to-Person charges in addition to the Measured Usage Charge and in lieu of Operator Station charges for calls completed on a person to person basis.

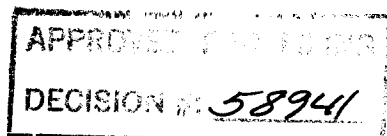
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3.7.2. Operator Assistance Service Charge Exemptions

Operator assisted calls are exempted from application of operator assistance service charges where operator assistance is provided in connection with (a) emergency call handling and (b) calls placed by handicapped persons unable to dial the call because of the handicap.

D. RATES AND CHARGES

This section sets forth the rates and charges applicable to Express Tel service.

ARIZONA EXTELCOM, INC. INTRASTATE AOS RATE TABLE

<u>MILEAGE</u>	<u>INTERLATA</u>					
	<u>DAYTIME</u>		<u>EVENING</u>		<u>NIGHT/WEEKEND</u>	
	1st Min.	Each Add'l Min.	1st Min.	Each Add'l Min.	1st Min.	Each Add'l Min.
0-10	\$0.24	\$0.11	\$0.16	\$0.07	\$0.12	\$0.06
11-22	\$0.34	\$0.16	\$0.22	\$0.10	\$0.17	\$0.06
23-55	\$0.39	\$0.20	\$0.25	\$0.13	\$0.20	\$0.10
56-124	\$0.46	\$0.26	\$0.30	\$0.17	\$0.23	\$0.13
125-292	\$0.46	\$0.30	\$0.30	\$0.20	\$0.23	\$0.15
293-UP	\$0.51	\$0.31	\$0.33	\$0.20	\$0.26	\$0.16

Officially recognized holidays are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Evening rates are applicable during all holiday hours, except for hours when a lower rate (i.e., Night/Weekend) is applicable.

Operator Service Charges

Operated Assisted	51.30
Credit Card	0.50
Person to Person	3.00

E. SERVICE AREA

Service area includes the entire state of Arizona.

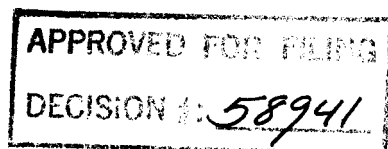
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F. RULES

6.1 Rule 1 - Definitions

See Definitions set forth on Sheet No. 8-T, Sheet No. 9-T, and Sheet No. 10-T.

6.2 Rule 2 - Description of Service

See Description of Service set forth in Section C, Description of Services Offered.

6.3 Rule 3 - Application for Service

Service is provided by Express Tel solely through subscribers, so there are no applications for service available to end users.

6.4 Rule 4 - Contracts

See Sections 2.2.1., 2.2.2., 2.2.3., 2.2.4., 2.2.5., 2.2.6., 2.3.1., 2.3.2., 2.3.3., 2.3.4., 2.5.1., 2.5.2., 2.5.3., 2.5.4., 2.9.1. and 2.9.2. for references to contractual provisions.

6.5 Rule 5 - Special Information Required on Forms

(None in effect)

6.6 Rule 6 - Establishment and Re-establishment of Credit

See Section 2.4.1., 2.4.4., and 2.4.5. regarding validation of credit.

6.7 Rule 7 - Deposits

(None in effect) See Section 2.7.1.

6.8 Rule 8 - Notices

Any notice from any user or subscriber may be given to Express Tel orally to Express Tel at Express Tel's business office or by written notice mailed to Express Tel's business office. Express Tel also maintains and "800" telephone number for the purposes of contracting Express Tel by toll-free telephone call. For contested charges, see Sections 2.4.6. and 2.4.7.

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6.9 Rule 9 Rendering and Payment of Bills

See Sections 2.4.2., 2.4.6., 2.4.7. and 2.4.8. regarding rendering and payment of bills.

6.10 Rule 10 - Disputed Bills/Complaints

See Sections 2.4.6. and 2.4.7. regarding disputed bills. End Users may contact the Company regarding disputes, inquiries or complaints in writing to:

Extelcom, Inc. dba Express Tel
324 South State Street, Suite 125
Salt Lake City, Utah 84111

or by toll-free telephone at:

1-800-748-4001
1-800-748-4020
1-800-748-5999

In the event that there is still a disagreement about the disputed amount after the investigation and review by Express Tel, the customer may appeal to the Arizona Corporation Commission for their investigation and decision.

The address of the Arizona Corporation Commission is:

Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

6.11 Rule 11 - Discontinuance and Restoration of Service

See Sections 2.6, 2.9.1. and 2.9.2. regarding discontinuance and restoration of service.

6.1.2 Rule 12 Optional Rates and Information to be Provided to the Public

In the event of the adoption by Express Tel of new rates or services, this tariff will be amended and the amendments will be made available for public inspection.

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A copy of this tariff and advice letters will be available for public inspection at Express Tel's business offices during regular business hours.

A copy of this tariff and advice letters will be available for public inspection at the offices of the Arizona Corporation Commission, 1200 West Washington Street, Phoenix, Arizona 85007.

6.13 Rule 13 - Temporary Service

(None in effect)

6.14 Rule 14 - Continuity of Service

(None in effect)

6.15 Rule 15 - Extensions

(None in effect)

6.16 Rule 16 - Service Connections and Facilities on Customer Premises

(None in effect)

6.17 Rule 17 - Measurement of Service

(None in effect)

6.18 Rule 18 - Meter Tests and Adjustment of Bills for Meter Error

(None in effect)

6.19 Rule 19 - Supply to Seararate Premises and Resale

(None in effect)

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